



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Page 7 Address

In Re Application of:

Michael W. Brown et al.

Serial No.: 10/015,383

Filed: 12/12/2001

Title: Promoting Use of Experts To

Callers Waiting in a Hold Queue

Before the Examiner:

Group Art Unit: 2643

Intellectual Property Law Department

International Business Machines Corporation

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January 22, 2004

Change of Correspondence Address

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Application Number	10/015,383
Filing Date	12/12/2001
First Named Inventor	Michael W. Brown
Art Unit	2643
Examiner Name	NGUYEN, QUYNH H
Attorney Docket Number	AUS920010830US1

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